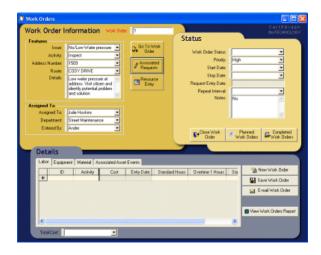
CartêGraph WORK director & CALL link Information Sheet

Overview

The Public Works Highway Division needed a tracking system to manage problem reporting and work orders. The CartêGraph WORK*director* & CALL*link* software meets this business need in two ways. CALL*link* gives Highway staff the tools to gather the information needed to record work requests. And WORKdirector tracks data on activities, materials, labor and equipment.

The IT Department provided project management, data migration, and system planning, design, and implementation service to the Highway Division. Vendor training on the software was coordinated by the IT department and provided to lead staff that will use the software.



Moving forward, the CartêGraph software may benefit additional Public Works divisions and provide asset tracking for GASB 34 reporting.

Highlights

- CALLlink dynamically links to WORKdirector to generate work orders or work requests
- CALLlink users can establish and monitor the status of each request (initiated, planned, scheduled, etc.) and schedule initial work assignments
- CALLlink users can automatically print and/or e-mail requests
- WORK director tracks data on activities, materials, labor and equipment
- WORK*director* users can assign resources (labor, equipment, material, contracts, etc.) to work activities
- WORK*director* users can schedule and track work orders through stages of created, started, open and completed
- WORKdirector users can create work orders independently or from requests

Interaction with Other Systems

- Data from several Admins-based systems, including Human Resources, Dataforce, and the Admins Unified Community financial system, was used to initially populate labor, equipment, and other information in the new CartêGraph system
- The CartêGraph system has the capability of linking to GIS

Project Details

Project #: 04-10897

Finalization/Delivery Date: 10/28/04

